

San Antonio Fire Department Performance Measures

FIREFIGHTING PERFORMANCE MEASURES

	Actual FY 1999-2000	Revised Budget FY 2000-2001	Estimated FY 2000-2001	Proposed FY 2001-2002
Input:				
No. of fire fighting authorized positions	1,055	1,085	1,085	1,085
No. of fire fighting authorized apparatus	103	106	106	107
No. of vehicles maintained by fire services shops ¹	210	218	218	223
No of incoming calls to dispatch center ²	365,860	373,751	370,479	375,400
No. of pumper companies with minimum four person Staffing	38/45	40/48	40/48	40/48
Output:				
No. of total incidents	62,509	72,638	65,279	68,189
No. of structure fires	1,280	1,248	1,217	1,158
No. of other fire responses	5,593	6,494	5,645	5,672
No. of assist EMS responses	32,829	41,744	34,606	36,478
No. of other incidents	15,657	15,439	16,669	17,747
No. of false alarms	7,150	7,713	7,142	7,134
No. of emergency activations per year	1	N/A	5	3
No. of Emergency Management preparedness exercises per year	5	N/A	7	7
No. of persons receiving fire safety education	138,251	141,031	135,500	137,105
No. of children contacted by Juvenile Fire Setter Program	22,567	20,006	27,875	29,510
No. of incidents of juvenile fire setters	304	220	205	201
No. of juvenile fire setters referral/counseled	81/72	176/151	145/100	149/110
No. of firefighter/fire cadet training hours	248,734	280,984	284,744	294,034
No. of inspections conducted	13,359	12,241	13,678	14,215
Efficiency:				
Operating expenditures per capita ³	\$78.64	\$80.20	\$79.91	\$80.51
Avg. no. of preventative maintenance/in-house house repair orders per mechanic per month	22.0	N/A	19.0	22.0
Avg. no. of investigations conducted per arson arson investigator ⁴	98	100	84	90
Avg. no. of hrs. of in-service training received per Firefighter	197	206	205	204
Effectiveness:				
Average response times (minutes) ⁵	6.09	5.69	6.11	6.16
Reported to Dispatch	1.28	1.28	1.29	1.29
Dispatch to Response	1.08	1.00	1.12	1.12
Response to Arrival (travel time)	3.73	3.41	3.70	3.75

PERFORMANCE MEASURES CONTINUED

	Actual FY 1999-2000	Revised Budget FY 2000-2001	Estimated FY 2000-2001	Proposed FY 2001-2002
Effectiveness Continued:				
% Of Calls < 4 minutes travel time	62.2%	75.9%	62.5%	60.8%
% Of Calls < 5 minutes travel time	79.7%	91.7%	80.0%	78.8%
% Of Calls < 6 minutes travel time	90.7%	98.6%	91.0%	90.0%
Assist EMS Response Time	6.30	N/A	6.34	6.35
Reported to Dispatch	0.65	N/A	0.65	0.65
Dispatch to Response	1.25	N/A	1.22	1.21
Response to Arrival (travel time)	4.40	N/A	4.47	4.49
Structure fires per 1,000 occupancies – residential single family ⁶	4.27	4.44	4.33	4.12

EXPLANATORY INFORMATION

¹ The data reflects a transition of old vehicles that are being replaced by new units.

² All Fire and EMS calls are included in the "number of calls to dispatch center". In addition, all duplicate calls as well as some non-emergency calls such as calls from the media are also included in this measure.

³ The operating expenditure per capita measure is based on the department's operating expenditures divided by the City's population. Population estimates are as of January 1st of each fiscal year and are provided by the Planning Department

⁴ This data does not include active or inactive investigations that investigators carry in their total caseload from previous years. It includes averages of new investigations conducted by investigators for the dates indicated. The types of investigations include: arson fires, attempted arson, accidental fires, fires of undetermined origin, prohibited weapons, explosions, bomb threats, hoax bombs, components of explosives, false alarms, criminal mischief, and city ordinance violations.

⁵ The "Average response times" in minutes has increased due to the addition of a new component in FY 2001 (Reported to Dispatch) that measures the time in which a call is received until when the unit is dispatched.

⁶ The department is using the definition of single family residential data (including duplexes) that is provided by the Planning Department to calculate this measure.

EMERGENCY MEDICAL SERVICES PERFORMANCE MEASURES

	Actual FY 1999-2000	Revised Budget FY 2000-2001	Estimated FY 2000-2001	Proposed FY 2001-2002
Input:				
No. of incidents	94,911	97,412	98,707	102,656
No. of patient records maintained	104,017	108,128	108,178	112,505
No. of full-time ambulances	23.50	25.00	24.25	26.00
Avg. no. of 8 hour PPS units per day	6.20	5.95	6.65	6.65
Output:				
Units dispatched	103,255	106,030	107,385	111,681
No. of full-time units dispatched	93,909	95,642	97,665	101,572
No. of PPS units dispatched	9,346	10,388	9,720	10,109
No. of transports	45,376	46,191	47,191	49,079
No. of patients transported	46,138	48,389	47,984	49,903
Efficiency:				
Full-time unit responses per hour	0.456	0.449	0.460	0.464
PPS unit responses per hour	0.516	0.664	0.498	0.497
Transport Rate	48.00%	47.40%	47.80%	47.80%
Effectiveness:				
Avg. response time in minutes ¹				
City average response time	8.34	8.54	8.49	8.76
Call Reported to Dispatch	1.03	1.25	0.99	0.98
Dispatch to Response	1.23	1.26	1.26	1.27
Response to Arrival (travel time)	6.08	6.03	6.24	6.51
Suburbs average response time	9.19	9.07	9.83	10.40
Call Reported to Dispatch	0.49	1.25	0.75	0.75
Dispatch to Response	1.23	1.25	1.26	1.28
Response to Arrival (travel time)	7.47	6.57	7.82	8.37
Avg. time from receipt of request to hospital				
Arrival				
Code II (medical need to be transported)	40.82	42.83	43.95	44.48
Code III (life-threatening)	37.25	38.85	39.46	40.15

EXPLANATORY INFORMATION

¹ Response times have been calculated by combining times for call reported to dispatch, dispatch to response, and response to arrival. These times represent the total time elapsed from when a call is received at Fire Dispatch to when an ambulance arrives at the scene. In the past, the average response time was defined as the elapsed time between when a call was dispatched and the time the unit arrived at the scene.